# New User Registration Quick Reference
### Updated 05/06/2010

## To Register for the Web Portal

1. Click on 'Providers' on the portal's Home page
2. Click on 'Web Registration' on the Providers Log In page
3. Establish User Profile by completing required and optional information that applies in the Web Registration portlet and Continue. (Note: Though NPI/API is not a required field at this point in the registration, it will be necessary for eventual access to certain provider service functionality. It's recommended that it be entered at this time).
4. Establish Security Profile by completing three security questions and Submit. Note: Security questions are utilized for user self-service, when a user forgets their User ID and/or password.
5. Upon submission, user will be taken to the Provider Welcome page.

If new user is associated with a provider currently enrolled in the Virginia Medicaid Program and not previously registered on the Medicaid portal (either with ACS or First Health), the user will need to request a Security ID.

## To Request a Security ID

1. If not logged in, click on 'Providers' on the portal's Home page, log in on the Providers Log In page using the User ID and Password previously created during registration when establishing the User Profile.
2. Select 'Request Security ID' from the Quick Links
3. Check 'Generate Security ID'. If the NPI/API was not previously entered, it will be requested at this time. Requesting the Security ID is a one time process. The user requesting the Security ID should be the primary authorized user. This user will be established as the Primary Account Holder and responsible for the set up of users and their role designation.
4. The Security ID will be generated and mailed to the provider (NPI/API entered during the registration process) or the administrator, if a group provider.
5. Continue to 'To Apply Security ID' instruction section

If new user is associated with a provider not currently enrolled in the Virginia Medicaid Program, the user will need to await the provider enrollment approval.

1. Upon the completion and approval of the provider enrollment process, the provider (or administrator if a group provider), will receive a letter in the mail directing them through the completion of the portal registration process.
2. Continue to 'To Apply Security ID' instruction section

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### To Apply Security ID

1. If not logged in, click on 'Providers' on the portal's Home page, log in on the Providers Log In page using the User ID and Password previously created during registration when establishing the User Profile.
2. Select 'Apply Security ID' from the Quick Links
3. Enter the Security ID from the letter sent to the NPI/API and Submit
4. User ID, NPI/API and Security ID combination will be validated, authenticating the user as the Primary Account Holder.

If you have any questions or issues, please contact the ACS Helpdesk toll free at 866-352-0496, or for more detailed information please refer to the Registration Tutorial or Registration User Guide (see 'Web Registration Reference Material' from the Quick Links on the Portal Home page).

# Quick Reference to Establishing a Provider Organization

## Security Roles

Primary Account Holder – Only one Primary Account Holder per provider organization.  The Primary Account Holder has the authority to establish and maintain Organization Administrator and Authorized Staff roles (change roles or passwords, activate, deactivate and unlock IDs).

Organization Administrator (OrgAdmin) – The OrgAdmin has the authority to establish and maintain Authorized Staff roles (change roles or passwords, activate, deactivate and unlock IDs).

Authorized Staff – The Authorized Staff are users with inquiry only capability to the provider portal functionality.

## Add Users (Only Accessible to Primary Account Holder and OrgAdmin Users)

1. If not logged in, click on 'Providers' on the portal's Home page, log in on the Providers Log In page using the User ID and Password previously created during registration when establishing the User Profile.
2. Select 'Add Users' from the Quick Links
3. Complete the information for the user to be added including a new user's initial password and the role the user is to function as.  Note:  The role of the logged-in user creating the new user will determine the roles available for assignment.  A Primary Account Holder will be able to add users in either the OrgAdmin or AuthorizedStaff roles whereas an OrgAdmin will only be able to add users as AuthorizedStaff.
4. Newly added users can log into the portal immediately using the User ID and initial password.  Upon initial log on, the new user will be required to change their password and establish their own security profile.

## Maintain Existing Users (Only Accessible to Primary Account Holder and OrgAdmin Users)

1. If not logged in, click on 'Providers' on the portal's Home page, log in on the Providers Log In page using the User ID and Password previously created during registration when establishing the User Profile.
2. Select 'View/Edit Users' from the Quick Links
3. Find desired user from the list of managed users or search for the existing user to update by either name or User ID (partial or exact).
4. Update existing user as needed (i.e. role)

If you have any questions or issues, please contact the ACS Helpdesk toll free at 866-352-0496, or for more detailed information please refer to the Registration

Tutorial or Registration User Guide (see 'Web Registration Reference Material' from the Quick Links on the Portal Home page).